

Rental Housing Inspection Division

Program Orientation



January 20, 2009

CITY OF GRESHAM, OREGON



Brief Program History...

- City Council Direction – September 2007
- First Ordinance Reading – December 2007
- Ordinance Enacted – December 2007
- Fee Resolution Adopted – December 2007
- Year of Initial Implementation – 2008

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Information Available Online...

The screenshot displays the City of Gresham, Oregon website. At the top, a navigation bar includes links for HOME, NEWS, MAPS, EVENTS, JOBS, and DOCUMENTS & FORMS. Below this is a search bar with the text "enter search term" and a "GO" button. The main header features the City of Gresham logo and a background image of a mountain. A secondary navigation bar includes tabs for LIVE, WORK, PLAY, and CITY, along with a "I WANT TO:" dropdown menu. The breadcrumb trail reads: Home » City » City Departments » Development Services » Rental Inspections. The left sidebar contains a list of links: Building Development, Code Enforcement, Permit Center, Rental Inspections (selected), Resources for Owners and Property Managers, Resources for Tenants, and Contact. The main content area is titled "Rental Inspections" and contains a paragraph about the program, a list of links (Gresham Revised Code, Property Maintenance Code, Interior Inspection Checklist, Owner/Manager Resources, Tenant Resources), and a section for Training. The bottom of the page features a footer with the text "CITY OF GRESHAM, OREGON" and a logo for the Rental Housing Inspection Division.

THE CITY OF
GRESHAM
OREGON

HOME NEWS MAPS EVENTS JOBS DOCUMENTS & FORMS

enter search term GO

LIVE WORK PLAY CITY I WANT TO: I WANT TO...

Home » City » City Departments » Development Services » Rental Inspections

Text Size A A A

+ Building Development
+ Code Enforcement
+ Permit Center
- Rental Inspections
* Resources for Owners and Property Managers
* Resources for Tenants
* Contact
Contact

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Sign up to receive Newsletters or FlashAlerts

ASK GRESHAM
Got a question for us? Try our easy to use online form. GO >>>>

Rental Inspections

This program allows for annual mandatory inspection of rental housing units selected by statistical sampling. A complaint-driven component is also included with the highest possible protections for those reporting the violations. Violations found in one unit of a multi-unit complex will trigger additional inspections on the same property.

- [Gresham Revised Code](#)
 - Penalties and Abatement – [Article 7.50](#)
 - Program, Fees and Penalties – [Article 9.55](#)
 - Maintenance Code and Enforcement Fees – [Article 10.30](#)
- [Property Maintenance Code](#)
- [Interior Inspection Checklist](#)

Inspections will focus on a broad range of habitability standards, and while the primary focus will be on fire/life/safety issues, the inspection will also cover less critical but important habitability issues.


- [Owner/Manager Resources](#)
- [Tenant Resources](#)

Training

- [Rental Housing Inspection Program Orientation](#): Tuesday, Jan. 20, 2009, 6:00 to 8:00 p.m., Gresham City Hall

Owners and Property Managers

No person may maintain or operate a residential rental property within the city without first obtaining a rental license. The annual fee for a license is based upon the total number of residential rental units on a property.



Tenants

The owner or agent will provide notice to the tenants of units identified for inspection at least seven days in advance of the inspection. A checklist comprised of housing-related criteria will be used to determine whether minimum standards have been met.



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Information Available Online...

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- File a complaint
 - By phone - 503-618-2248
 - [Online](#)
- [FindLaw](#) - This link provides you with information and resources to help you with tenant-related legal issues.
- [Oregon State Bar](#) - This link will help answer some of your questions about landlord and tenant law.
- [Community Alliance of Tenants](#) - CAT is tenant membership organization. Its Renter's Rights Hotline gives tenants information about their rights.
- [Fair Housing Council of Oregon](#) - FHCO provides education and outreach services explaining fair housing laws, as well as enforcement and investigations.
- [Oregon Revised Statute Chapter 90](#) - Residential Landlord and Tenant, Property Rights and Transactions.
- [Vector and Nuisance Control for Multnomah County](#) - The Multnomah County Vector and Nuisance Control is concerned with rats, mosquitoes and health related nuisance codes.
- [Healthy Housing Program of Multnomah County](#) - This HUD-funded program works to decrease exposures to multiple household hazards which contribute to asthma and other serious illnesses among children under the age of 6.
- [Human Solutions](#) - Human Solutions works to offer a comprehensive set of resources to give families the tools that they need to be successful.
- [East Metro Mediation](#) - Mediation is a way to work through a disagreement or conflict between two or more people by helping to clarify issues and clear up misunderstandings so the people involved can consider their options for improving the future.
- [Maps and Data](#)
- [Gresham Rental Housing Inspection Program Brochure](#)
- [Mold, Moisture and Your Home](#)
- [Moho, La Humedad y Su Hogar](#) (en español)

The footer of the website includes links for Site Map, Disclaimer, Privacy, Contacts, and Feedback, along with a copyright notice for 2008.

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Information Available Online...

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HOME NEWS MAPS EVENTS JOBS DOCUMENTS & FORMS

THE CITY OF
GRESHAM
OREGON

enter search term GO

LIVE WORK PLAY CITY I WANT TO: I WANT TO...

Home » City » City Departments » Development Services » Rental Inspections » Resources for Owners and Property Managers Text Size A A A

Owner and Property Manager Resources

- [Mold, Moisture and Your Home](#)
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Keep up with what's happening in your city!
Sign up to receive Newsletters or FlashAlerts

ASK GRESHAM
Got a question for us? Try our easy to use online form. GO

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Calendar Year 2008 in Summary...

- January – March: Rental Task Group meetings
- March – September:
 - Complaints only
 - Mandatory process and methodology developed
- August – September: Complaints and voluntary mandatory inspections
- September – December: Complaints and random mandatory inspections

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Rental Task Group...

▪ Collaborative Membership...

- Dwight Unti, **Tokola Properties**
- Micky Ryan, **Oregon Law Center**
- Ian Slingerland, **Community Alliance of Tenants**
- Deborah Imse, **Metro Multifamily Housing Association**
- Jim Herman, **Rental Housing Association of Greater Portland**
- Tom Skaar, **Pac West Homes**
- Kari Lyons, **Multnomah County Healthy Homes Program**
- Jean DeMaster, **Human Solutions**
- Rodger Moore, **Housing Authority of Portland**
- Jenni Simonis, **Tenant Representative**

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Program Status...

- Operationally in full service
 - Complaints and mandatory inspection process
 - Work still to be done on supporting program elements
- Four inspectors within program
 - One senior housing inspector
 - Three housing inspectors
- Administrative support in place

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By the numbers...

- 315 total cases in 2008
- 86 complaint cases opened since February
 - 33 open cases
 - 53 resolved cases
- 229 mandatory cases since September
 - 51 open cases
 - 178 resolved cases



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Mandatory Inspections...

- 54 residential rental properties visited in 2008
- 229 units inspected
- Statistically represents a total of 743 Units
- Independent random statistical methodology
 - Properties were identified
 - Units within properties were identified

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Mandatory Inspections...



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Upcoming Mandatory Workload...

- Workload for the next several months
 - 165 properties
 - 446 units to be inspected
 - Representative of 1257 rental units



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Mandatory Inspections – 1Q 2009



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Program Summary...

- Requires all Residential Rental Properties within Gresham to have a rental license renewed annually
- Mandatory city-wide rental housing inspections
- Annually based upon a independent random statistical sampling of properties and units
- Adopts the 2006 International Property Maintenance Code published by the ICC
- Includes Complaint based process

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Example of Statistical Sampling...

- Existing 54 unit apartment complex
 - City inspects 13 units at random
 - If all pass, no other inspections would be required for that complex that year
 - If one or more units fail inspection?
 - Additional units may require inspection

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Mandatory Inspection Process...

- Residential Rental Properties Identified
- Statistical Sampling of Units Identified
- City provides notice to property owners
 - Currently 21 days in advance
 - Notification includes a Inspection Consent Form
- City simultaneously notifies potential tenants
 - Intent to educate / inform about the process

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Property Owner Notification...

		1333 NW Eastman Parkway Gresham, Oregon 97030-3825																																													
ERIC SCHMIDT Development Services Director Rental Housing Inspection Program		NOTICE OF SCHEDULED PROPERTY MAINTENANCE CODE INSPECTION																																													
KRISTIN CHILES Administration 503-618-2252 FAX: 503-618-2333		Owner/Owners Agent of Property:	Case No.:																																												
CARRIE LOPEZ Administration 503-618-2179 FAX: 503-618-2333		Property Address:	Issue Date: January 20, 2009 Inspection Date: February 10, 2009																																												
DARRYL GODSBY Rental Housing Inspector 503-618-2286 FAX: 503-618-2333		The purpose of this letter is to notify you that your residential rental property has been identified for inspection on February 10, 2009 . Two (2) City of Gresham Rental Housing Inspectors will be visiting the above property address to perform inspections on a representative sample of rental units selected at random to insure compliance with the City of Gresham Property Maintenance Code. The code requires residential rental properties and residential rental units be maintained in a safe, sound and sanitary condition. Attached is a copy of the Rental Housing Inspection Checklist which will be used for each inspection.																																													
AMANDA CHEZEM Rental Housing Inspector 503-618-2262 FAX: 503-618-2333		Utilizing a computer generated random sampling, we have identified the following residential rental units for inspection:																																													
LYNNETTE DAVIS Rental Housing Inspector 503-618-2207 FAX: 503-618-2333		Total Units in Complex: 66 Number of Units to be Inspected: 16																																													
RENTAL HOUSING INSPECTION COMPLAINT LINE 503-618-2248 E-mail: RentHousingInspection@ci.gresham.or.us		<table border="1"><thead><tr><th colspan="2">Primary Unit List</th><th colspan="2">Alternate Unit List</th></tr><tr><th>Order of inspection</th><th>Unit #</th><th>Order of inspection</th><th>Additional Unit #</th></tr></thead><tbody><tr><td>1</td><td>23</td><td>17</td><td>45</td></tr><tr><td>2</td><td>66</td><td>18</td><td>58</td></tr><tr><td>3</td><td>1</td><td>19</td><td>26</td></tr><tr><td>4</td><td>10</td><td>20</td><td>29</td></tr><tr><td>5</td><td>16</td><td>21</td><td>43</td></tr><tr><td>6</td><td>36</td><td>22</td><td>2</td></tr><tr><td>7</td><td>22</td><td>23</td><td>7</td></tr><tr><td>8</td><td>18</td><td>24</td><td>51</td></tr><tr><td>9</td><td>6</td><td></td><td></td></tr></tbody></table>		Primary Unit List		Alternate Unit List		Order of inspection	Unit #	Order of inspection	Additional Unit #	1	23	17	45	2	66	18	58	3	1	19	26	4	10	20	29	5	16	21	43	6	36	22	2	7	22	23	7	8	18	24	51	9	6		
Primary Unit List		Alternate Unit List																																													
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8	18	24	51																																												
9	6																																														
CITY WEBSITE http://www.greshamoregon.gov																																															

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Tenant Notification Letter...



Rental Housing Inspection Division
1333 NW Eastman Parkway
Gresham, Oregon 97030-3825

ERIC SCHMIDT
Development Services
Director
Rental Housing Inspection
Program

KRISTIN CHILES
Administration
503-618-2252
FAX: 503-618-2333

CARRIE LOPEZ
Administration
503-618-2779
FAX: 503-618-2333

DARRYL GODSBY
Rental Housing
Inspector
503-618-2286
FAX: 503-618-2333

AMANDA CHEZEM
Rental Housing
Inspector
503-618-2262
FAX: 503-618-2333

LYNNETTE DAVIS
Rental Housing
Inspector
503-618-2207
FAX: 503-618-2333

RENTAL HOUSING INSPECTION
COMPLAINT LINE

NOTICE OF SCHEDULED PROPERTY MAINTENANCE CODE INSPECTION

Tenant

Issue Date: January 20, 2009
Inspection Date: February 10, 2008

Dear Tenant:

In December 2007, Gresham City Council adopted a mandatory Rental Housing Inspection Program that applies to all residential rental properties within the City. Mandatory inspections take place on an annual basis and are performed on a representative sample of rental units from each complex. This program provides for the inspection of the interior and exterior of existing residential rental property including rented single family residences. It also establishes the responsibility of residential rental property owners, and provides for the administration and enforcement of the program.


The purpose of this letter is to notify you that the rental property in which you reside has been identified for inspection and your rental unit has been randomly identified as a potential unit for inspection on that day. You do not need to respond to this letter. This letter is meant to inform you that your property owner may be contacting you within the next 14 days to obtain your written consent for the City to access your unit for the purposes of inspecting for compliance to the Property Maintenance Code. If they have not contacted you within 14 days from the date of this letter, your unit will not be inspected that day. Please note that as the tenant, you have the option to be present during the inspection and regardless of being present, will receive a copy of the inspection report.

Attached to this letter is a copy of the inspection checklist that will be utilized during inspection. The City's primary goal with these inspections is to insure that all Gresham


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Inspection Consent Form...



1333 NW Eastman Parkway, Gresham, OR 97030



Inspection Consent Form

I, _____, reside at (or are the owner/agent of):
(First and Last Name-Please Print)

(Address) _____ (Unit) and hereby knowingly and voluntarily
consent to allow a designated City of Gresham rental housing inspector to access my residential rental unit for the
purpose of inspecting my unit to ensure it meets the habitability standards identified in the City of Gresham's
property maintenance code.

By signing this Consent form, I certify and agree that:

- I am authorized to give consent to enter and inspect the above-referenced unit.
- This consent shall remain effective for _____ months (60 days if left blank) from the date of
signing and shall authorize entry with or without being accompanied by my landlord.
- I will work with my owners agent(s) and City inspector, and to the best of my ability, grant access to the
unit for the purpose of correcting or inspecting violations in order to resolve my case.
- I will not bring any allegations of trespass and to release the City of Gresham from liability arising from any
allegations of trespass to the rental unit.

Tenant Consent (*Occupied Unit)

☐ Ok to enter if no resident is present.

☐ Do not enter if no resident is present.

Tenant(s) Signature

Date

() -
*Phone Number

* Owner/Agent consent is not needed for an occupied unit.

* Your phone number will only be used for the purpose of contacting you to schedule inspections or discuss your case

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Mandatory Inspection Process...

- Access to unit granted
 - Property owner and Tenant
 - Inspection Consent Form completed
- Inspection takes place
 - Objective inspection criteria
 - Developed in collaboration with Rental Task Group
 - Interior and Exterior Inspection Checklist

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Interior Inspection Checklist...



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RENTAL HOUSING INSPECTION DIVISION
Property Maintenance Notice
Interior Inspection Checklist



The City of Gresham Rental Housing Inspection Program is responsible for ensuring that all residential rental properties in the City of Gresham are maintained to minimum standards of fire, health, and life safety.

A Rental Housing Inspector visited this property and/or residential rental unit and inspected the premises in accordance to the checklist below. Items that have been determined to fall below the minimum property maintenance code requirements are checked below. This notice will also be sent out via first class mail.

Rental Property:

Rental Housing Inspector:

Email:

Owner/Agent:

Case Number

1st Inspection		2nd Inspection		3rd Inspection	
Violations		Violations		Violations	
Y	N	Y	N	Y	N

GENERAL

General Interior

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Excessive accumulation of rubbish or garbage (IPMC 307)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Presence of insect and/or rodent infestation (IPMC 308.1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Surfaces not being maintained in clean, sanitary manner (IPMC 305.3)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:

Comments: 1st Insp.:
2nd Insp.:
3rd Insp.:

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Exterior Inspection Checklist...



CITY OF GRESHAM, OREGON
RENTAL HOUSING INSPECTION DIVISION



Property Maintenance Notice Exterior Inspection Checklist

The City of Gresham Rental Housing Inspection Program is responsible for ensuring that all residential rental properties in the City of Gresham are maintained to minimum standards of fire, health, and life safety.

A Rental Housing Inspector visited this property and inspected the premises in accordance to the checklist below. Items that have been determined to fall below the minimum property maintenance code requirements are checked below. This notice will also be sent out via first class mail.

Rental Property:

Rental Housing Inspector:
Email:

Owner/Agent:

Case Number:

1st Inspection		2nd Inspection		3rd Inspection	
Violations		Violations		Violations	
Y	N	Y	N	Y	N

EXTERIOR

Rental License

- ☐ ☐ ☐ ☐ ☐ ☐ Operating without a rental license (GRC 9.55)
☐ ☐ ☐ ☐ ☐ ☐ Other:

Comments: 1st Insp.: NOTE: Gresham city code requires a rental license of any person who maintains or operates a residential rental unit within the City of Gresham.

2nd Insp.:

3rd Insp.:

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If Violations are noted at inspection...

- Notice of Violation / Direction to Abate
 - Outlines time period to resolve violations (<30 days)
 - Notifies the right to appeal violations
 - Notifies owner about the potential Administrative Enforcement Fees for failure to resolve violations
 - Property Owner, Property Manager (if applicable) and Tenant are copied
 - City has option to copy lender or interested parties

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Sample Notice of Violation...

	Gresham, Oregon 97030-3825						
ERIC SCHMIDT Development Services Director Rental Housing Inspection Program	NOTICE OF PROPERTY MAINTENANCE CODE VIOLATION AND DIRECTION TO ABATE Gresham Revised Code (GRC) 7.50.235 (2) Owner/Agent: _____ Case No.: _____ Date Posted: February 10, 2009						
KRISTIN CHILES Administration 503-618-2252 FAX: 503-618-2333	Property Address: _____						
CARRIE LOPEZ Administration 503-618-2179 FAX: 503-618-2333	On February 10, 2009 , a Rental Housing Inspector visited the above address and found violations of the City of Gresham Property Maintenance Code. The code requires residential rental properties and residential rental units be maintained in a safe, sound and sanitary condition. The enclosed Rental Housing Inspection Checklist identifies the noted violation(s).						
DARRYL GODSEY Rental Housing Inspector 503-618-2286 FAX: 503-618-2333	The following re-inspection(s) have been scheduled for the above address: <ul style="list-style-type: none">• <u>Re-Inspection (All violations): March 12, 2009</u>						
AMANDA CHEZEM Rental Housing Inspector 503-618-2252 FAX: 503-618-2333	It is your responsibility to contact our office at 503-618-2248 if you need to make alternate arrangements for any of the scheduled inspections. If the violations are corrected prior to the inspection date(s) please contact us to schedule an earlier re-inspection time. If all violations are found to be resolved on March 12, 2009 , the enforcement file will be closed.						
LYNNETTE DAVIS Rental Housing Inspector 503-618-2207 FAX: 503-618-2333	Failure to Abate Violation(s): If you fail to correct, remove or otherwise abate the violation(s) identified on the attached Inspection Checklist by the re-inspection date(s) above, a per violation, per day Administrative Enforcement Fee shall be imposed and assessed against the property for as long as the violation(s) remain. See GRC 7.50.270 (4), GRC 9.55.160 (1) and GRC 10.30.290. Administrative Enforcement Fees accrue as follows:						
RENTAL HOUSING INSPECTION COMPLAINT LINE 503-618-2248 E-mail: RentalInspector@ci.gresham.or.us CITY WEBSITE http://www.greshamoregon.gov	<table><tr><td>1-59 days from original violation date</td><td>\$10.00 Per violation per day</td></tr><tr><td>60-119 days from original violation date</td><td>\$20.00 Per violation per day</td></tr><tr><td>120 days or more</td><td>\$30.00 Per violation per day</td></tr></table>	1-59 days from original violation date	\$10.00 Per violation per day	60-119 days from original violation date	\$20.00 Per violation per day	120 days or more	\$30.00 Per violation per day
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120 days or more	\$30.00 Per violation per day						

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Common Violations...

- Inadequate / Illegal Source of Heat
- Mechanical ventilation
- Visible Mold – Minor in nature
- Smoke Detectors
- Miscellaneous Electrical Issues
- Debris Garbage and Junk



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2008 Top Ten Violation List...

- 1) Smoke Detectors
(Improper Number) 81
- 2) Mold / Moisture 52
- 3) Inoperable Doors 41
- 4) Inoperable
Appliance 38
- 5) Smoke Detectors (Improper Location) 38



2008 Top Ten Violation List...

- 6) Exhaust Fan 32
- 7) Inadequate Heat (Temperature $<68^{\circ}$) 31
- 8) Electrical (Inoperable Fixtures) 31
- 9) Smoke Detector (Inoperable) 28
- 10) General Sanitation 27



If Violations are noted at inspection...

- Re-inspection takes place
 - Utilize original checklist as a “working” document
- If violations are resolved...
 - Case is closed and “Thank You” letter for unit issued
- If violations are not resolved...
 - Administrative enforcement fees begin to accrue
 - Potential of additional City enforcement action

Accelerated Enforcement Fees...

- For violations not resolved within the grace period:
 - Administrative Enforcement Fees – GRC Article 7.50
 - Unanimously adopted by City Council
 - Accrue at a rate of \$10 / violation / calendar day
 - Double if violations are not resolved within 60 days
 - Triple if violations are not resolved within 120 days

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When all cases are closed...



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Rental Housing Inspection Division



Certificate of Inspection Compliance

Issued

January 20, 2009

to

City of Gresham Apartments

This certificate acknowledges the all required units of the residential rental property were inspected and found to be in compliance with fire, life, safety and habitability requirements set forth in the Gresham Property Maintenance Code and enforced by the Gresham Rental Housing Inspection Program

Property Address: 1333 NW Eastman Parkway
Gresham, OR 97030

Rental Housing Inspector: Darryl Godsby

Number of Units Inspected: 16

Date of inspection: January 20, 2008

Eric Schmidt

Eric Schmidt, S.E.
Director, Development Services

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Complaint Based Process...

- Operates much the same as Mandatory Process
- Exception is how we are notified of concerns
- Staff uses a consistent Customer Contact Form
 - Complainant is asked about confidentiality
 - Contact information held confidential to the best extent allowed by law
- Complaints take precedence over mandatory

On the 2009 Work Plan...

- Continue Staff Training
 - Emphasis on consistency and customer service
- Continue Process Development / Refinement
 - Proposed Code Amendments
 - Council Business Meeting February 17th

On the 2009 Work Plan...

- Quarterly Program Orientation Sessions
- Development of additional training sessions
- Quarterly Meetings with Rental Task Group
- Mid-Year Progress Report to City Council
- Public Outreach and Education Campaign
 - Comprehensive, collaborative approach
 - Property Owners, Tenants, Community

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Helpful thoughts for success...

- Documentation / Written communication
- Bring any concerns / issues up early
- Maintenance request forms and process
- Do not disable smoke detectors
- Utilize bath and cooking fans
- General maintenance and upkeep of surfaces

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Additional Program Information...

- City of Gresham Web site (GreshamOregon.gov)
 - Development Services / Rental Housing
 - Code / Ordinance, Fee Resolution, Additional Resources (Tenant and Prop Owners)
 - Rental Inspection Line (503) 618-2248
 - askGresham.com

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Rental Housing Inspection Division

Program Orientation

Questions / Discussion

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